



#16/A
7-8-05
PATENT *RS Hillard*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application : Aleksander Szlam
Serial No. : 09/885,717
Filed : June 20, 2001
For : Dynamic Help Option For Internet Customers
Attorney's Docket : CONCERTO-512XX
Examiner : Kieu D. Vu
Group Art Unit : 2173

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OFFICE OF PETITIONS

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By

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AMENDMENT

Mail Stop Petition
Commissioner of Patents
PO Box 1450
Alexandria, VA, 22313-1450

Sir or Madam:

In response to the Office Action dated March 29, 2004, please amend the above-identified Patent Application as follows: